



Columbus Zoo and Aquarium Safety and Security



Mission Statement

Lead and Inspire by Connecting People and Wildlife.

Safety and Security



Purpose

- 24/7 proprietary security team
- Safety and Security of staff, guests, animal collection and infrastructure/assets
- Visible and approachable

Where are we?

- Education Cove, next to the call center
- Dispatch office - next to Membership office

How to contact?

- Zoo: Channel 1
- Zoombezi Bay: Channel 13
- Dispatch: (614) 724-3434

Emergency Response Plan



Created 2015/
Updated May 2017

It's Your Responsibility

- **OBSERVE**

- See something wrong
- Witness something out of the ordinary
- Remain safe, keep visual on the situation until assistance arrives

- **REPORT**

- Call security using plain language on Ch. 1 or 614-724-3434 or 614-582-1844 (Zoombezi Bay Security operates on Ch. 13)
Suspicious Package or Gas Leak – DO NOT USE RADIO
- Inform your supervisor

- **ACT**

- Follow your department emergency response guide

2 Response Levels

TONE



**Listen for LOCKDOWN
or SAFETY THREAT**

*** All communication on
Channel 16**

SECURITY ALERT

Listen for instruction

***Remain on Dept Channel**

***Responding personnel switch
to Channel 1 unless directed
to Channel 16 by Security**

Emergency Guide

-tone

SECURITY ALERT

LOCKDOWN

SAFETY THREAT

STANDBY

Critical Animal Escape
Human in Exhibit
Venomous Bite

*Activate Incident
Commander

Tornado Warning
Active Threat
Diver Down

Weather
Power Out
Lost Child
Bomb Threat
Fire
Non Critical Animal Escape
Gas Leak
Suspicious Package
Ride Closure
Unresponsive Animal in Habitat

Emergency Guide

ZONE

SECURITY ALERT

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Lockdown:



Critical Animal Escape

- Involves specific animals that would be considered a danger to humans in the event it “escaped” its habitat

Human in Exhibit

- Involves any unwanted human-animal contact within or outside of any animal's habitat

Venomous Bite

- Involves any venomous animal bite to a human

Actions to Take:

- Follow departmental response
- Unless you have a direct role in the response of a lockdown, seek immediate shelter and advise guests to do the same

Emergency Guide

ZONE

SECURITY ALERT

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Approaching Tornado:

Become an expert in your area and know where the restrooms/shelters are

Tornado Warning: Indicates the Zoo is potentially in the path of an approaching tornado

- Security will initiate a **ONE ALERT: Safety Threat**, followed by instructions to **seek shelter immediately**
- This information will be communicated via the Zoo radio system and Public Address (PA) System

Actions to Take:

- While seeking shelter, employees should inform guests of the tornado warning and advise them to seek shelter.
- During an Approaching Tornado, Zoo employees should open “non-public” areas for guests to shelter in.



Active Threat:



An individual who enters our grounds with the intent to create mass destruction and chaos should be responded to immediately.

Actions to Take:

RUN: (Evacuate)

- Immediately attempt to get away from the threat area as soon as possible

HIDE: (Barricade)

- If you cannot safely exit the threat area attempt to find a place where you can hide.

FIGHT: (Defend)

- Attempt to find something you can use for self-defense.

REPORT: (Plain Language)

- As early as you safely can, contact Security on Ch 1 or 614-724-3434 and/or call 911.

Down Diver:



A Down Diver emergency is communicated when a diver is in distress. There are many factors that can cause a dive emergency such as equipment failure, health emergency or environmental causes.

Common dive sights:

- Polar Frontier: Polar Bear/Brown Bear
- Shores: Manatee Building/Discovery Reef
- Adventure Cove: Sea Lion/Harbor Seals

There are specific protocols in place to prevent and react to a diver in distress any time a diver is in the water.

Actions to Take:

- Follow your departmental response
- Evacuate the area or seek appropriate shelter

Emergency Guide

ZONE

**SECURITY
ALERT**

LOCKDOWN

SAFETY THREAT

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Weather / Ride Closures:



Weather:

Approaching severe weather will be communicated via Zoo radio and Public Address (PA) System

Severe weather “watch”: Indicates potential severe weather in the area

Severe weather “warning”: indicates severe weather has been sighted

- Security will initiate a **SECURITY ALERT**, followed by instructions to **seek shelter**

Actions to Take:

Severe weather “watch”: Employees should continue their normal duties but be prepared to seek shelter, and be prepared to advise guests of the same

Severe weather “warning”: Staff should seek shelter. Visitors should be offered shelter. The decision to use the shelter is theirs to make.

Ride Closures:

- Weather Level 1: If severe weather (i.e. lightening, high winds) is in the area, rides and attractions should be aware and prepared to close
- Weather Level 2: Severe weather has dictated that all rides and attractions are closed until further notice
 - Security will initiate a **SECURITY ALERT**, followed by instructions

Power Outage:



Power outages can occur for many different reasons. Some of the most common are:

- Weather and storm related (ice accumulation, fallen trees, etc.)
- Vehicular accidents
- Equipment Failure



Actions to Take:

- When power goes out in your work area alert Security on the radio on Channel 1 or (614) 724-3434
- Ensure automatic doors in your area are open
- Listen for instructions from Security Dispatch and respond accordingly

Lost Child:



When an employee is approached by a parent or guardian who is looking for a child, they should immediately call Security on channel 1 or at 614-724-3434. It is important that the employee provide security with their name, **stay on channel 1** and **stay with the parent or guardian** until Security arrives. The employee should attempt to get as much information from the parent or guardian as possible (*ask to see a photo from today's visit or most recent*)

Actions to Take:

Communicate the following to Security:

- Name of child
- Age
- Race
- Hair color
- Height
- Clothing description (to include shoes)

If a Security Alert is initiated:

- All Staff observe their areas for child meeting the description
- If identified, attempt to confirm and notify Security

Found Child:



When an employee identifies a child that is separated from their parent or guardian they should **stay with that child** and immediately **call Security on channel 1 or at 614-724-3434**. It is important that the employee provide security with their name, stay on channel 1 and **stay with the child until Security arrives**. The employee should attempt to get as much information from the child as possible. **Never provide the child with anything to eat or drink other than water.**

Actions to Take:

Provide Security with the following details and descriptions:

- Name of child and parents or guardian
- Detailed description of parents or guardian
- Age
- Race
- Hair color
- Height
- Clothing description (to include shoes)

Bomb Threat:



Any bomb threat should be treated as a real threat. These types of threats are commonly received by phone, email, or handwritten on paper, bathroom stalls or elsewhere.

Actions to Take:

- **By phone:**
 - Remain calm. Keep caller on the line for as long as possible. DO NOT HANG UP, even if the caller does
 - Listen carefully. Be polite and show interest.
 - Record as much information as possible.
 - If possible, write a note to a colleague to call Security Dispatch or, as soon as the caller hangs up, immediately notify them yourself.
 - If your phone has a display, copy the number and/or letters on the window display
 - Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
 - Immediately upon termination of the call, do not hang up, but from a different phone or radio contact Security Dispatch.
- **By hand written note:**
 - Call Security Dispatch at 614-724-3434 or on Ch. 1
 - Touch the note as minimally as possible.
- **By email:**
 - Call Security Dispatch at 614-724-3434.
 - Do not delete or forward the message.

Bomb Threat Checklist:

This Bomb Threat Checklist document is located on the **J:Drive** and will also be discussed during your department level training

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Poorly handwritten
- Excessive postage
- Misspelled words
- Stains
- Incorrect titles
- Strange odor
- Foreign postage
- Strange sounds
- Restrictive notes
- Unexpected delivery

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: _____ Time: _____

Time Caller Hung Up: _____ Phone Number Where Call Received: _____

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds:	Threat Language:
☐ Accent	☐ Animal Noises	☐ Incoherent
☐ Angry	☐ House Noises	☐ Message read
☐ Calm	☐ Kitchen Noises	☐ Taped
☐ Clearing throat	☐ Street Noises	☐ Irrational
☐ Coughing	☐ Booth	☐ Profane
☐ Cracking voice	☐ PA system	☐ Well-spoken
☐ Crying	☐ Conversation	
☐ Deep	☐ Music	
☐ Deep breathing	☐ Motor	
☐ Disguised	☐ Clear	
☐ Distinct	☐ Static	
☐ Excited	☐ Office machinery	
☐ Female	☐ Factory machinery	
☐ Laughter	☐ Local	
☐ Lisp	☐ Long distance	
☐ Loud		
☐ Male		
☐ Nasal		
☐ Normal		
☐ Ragged		
☐ Rapid		
☐ Raspy		
☐ Slow		
☐ Slurred		
☐ Soft		
☐ Stutter		

Other Information: _____



Homeland Security

Fire:



In the event you discover a fire, observe heavy smoke, or notice a strange smell within the building or work area.

Actions to Take:

- Move away from the flame, smoke, or smell
- If you recognize fire or smoke, locate a red fire pull box (normally near an exit)
 - Pull the fire alarm immediately to evacuate the building
- Contact Security on channel 1 to report the fire
- If you are trained to use a fire extinguisher, you may attempt to extinguish the fire with the extinguisher
 - Do not attempt to extinguish the fire before sounding the alarm
 - If 1 fire extinguisher does not put out the fire, do not attempt to locate and use another one. Evacuate the building and wait for the fire department
- Close (do not lock) all doors possible as you leave the building

Non-Critical Animal Escape:



A non-critical animal escape involves those animals within our collection that do not pose an immediate threat to humans in the event they “escaped” their habitat.

Historical examples include animals such as birds, red panda, or pronghorn. Although these animals may not pose a threat, it is still very important that Security is informed.

Actions to Take:

- If you notice an animal out of its habitat immediately report it to Security with the location and type of animal if known.
- Follow your departmental response.
- Wait for further information.
- As updates come in respond accordingly.

Gas Leak:



Indicators: Strong smell of Sulfur or Rotten Eggs, hissing or whistling sound near a gas line, dust cloud near a gas line



Actions to Take:

- **Do not use your radio or cell phone**
- Once 150 feet away from building or site of gas leak you may monitor your radio
- Leave the area and contact Security Dispatch and inform them of the situation and the location of the leak.
- Assist visitors away from the area.

*March 2nd 2018 – Zoo closed due to gas leak

Unattended/Suspicious Package:



Below are some guidelines that can be used when spotting a package (bag/cooler) that seems to not have an owner around.

Two classifications of packages

- Unattended
 - Could have name tag with owner's information
 - Is in a reasonable location (ie. around picnic tables)
 - Time of day and location of bag make sense
 - Bag looks normal
 - No wires sticking out
 - No unusual looking devices, sticking out of, attached to, or near the bag
- Suspicious
 - "Gut feeling" that something is wrong with bag
 - Person in the area of the bag is exhibiting unusual or suspicious behavior
 - Bag is in an odd place (ie. in the tunnel)
 - Bag is in an area where guests are really not supposed to go (ie. under the stands at AOS)
 - Bag is near a critical infrastructure (ie. sitting around/near the water tower)
 - Unusual items, wires sticking out from bag or attached to the bag
 - Unusual odor coming from the bag

Unattended/Suspicious Package:



Below are some guidelines that can be used when spotting a package (i.e. bag/cooler) that seems to not have an owner around.

Unattended Bag....Lost or Suspicious? Think **HOT**

Hidden?



Obviously Suspicious?



Typical?



Actions to Take:

Determine if the bag is unattended or suspicious based on your gut feeling and suspicious indicators

- If you determine the bag is **unattended**, leave it there:
 - Contact Security, provide the location and a brief description
- If you determine that the bag is **suspicious**, remain calm:
 - Step away from the bag and call Security Dispatch from a phone
 - Do not touch, move or pick up the bag

Unresponsive Animal in Habitat:



This emergency involves any instance where a critical (potentially dangerous) animal appears unresponsive while in its habitat. Ultimately, Animal Care and Animal Health staff will follow protocols to illicit a response from any animal that appears unresponsive.

If you observe an animal that you believe may be in distress or unresponsive, contact security on Ch 1 or (614) 724-3434 to report what you see. In the event an unresponsive animal is confirmed and needs immediate assistance, Security will issue a Security Alert.

Actions to Take:

- Follow your departmental response.
- Wait for further information.
- As updates come in respond accordingly.

Let's Talk Safety!



Workplace Injuries

Preventing Injuries: USE PERSONAL PROTECTIVE EQUIPMENT

Identify the Hazard

- Tell someone about it
- Take steps to mitigate the hazard

Report Injuries

- You must report the injury to your supervisor immediately!
- Help prevent others from getting the same injury

Slow Down

- Think about what you are doing
- Get the job done safely



Safety in the Workplace

Vehicle Safety

- No idling
- Control your keys
- Find a Seat and Buckle up
- Report ALL accidents



Fire Extinguishers

In the event of a fire, GET OUT!

P.A.S.S.

- Pull pin
- Aim at fire
- Squeeze handle
- Sweep over fire, focus on the base of flame

If you have the slightest doubt about your ability to fight a fire....
EVACUATE IMMEDIATELY!

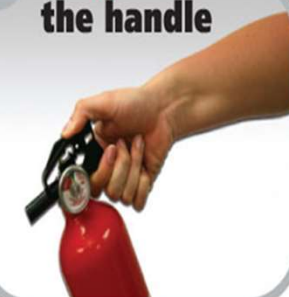
1 Pull
the pin



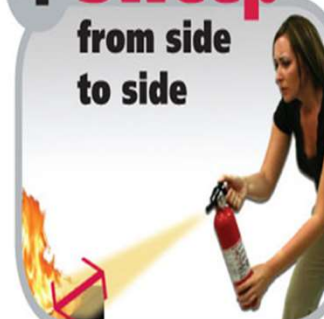
2 Aim at
the base
of the fire



3 Squeeze
the handle



4 Sweep
from side
to side

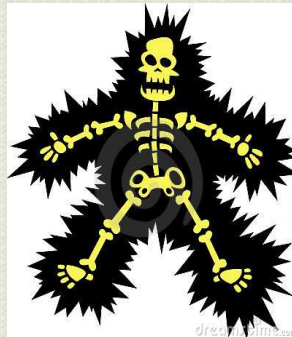


Lock out / Tag out

- When facilities technicians are working on equipment that runs on electricity, the power must be shut off to prevent injury to themselves or those who are around the equipment.
- In order to prevent someone from restoring power to equipment being worked on, it must be locked or tagged out.

If you see one of these on your equipment, or on a switch,

DON'T TOUCH IT!



Bloodborne Pathogens



Pathologic organisms present in human blood that can cause disease in humans.

And blood cells are in every fluid...

Common diseases:

Hepatitis B

Hepatitis C

HIV

Malaria

AIDS

Asset Protection



Created
2015-Modified
2020

Asset Protection Goal

Safeguard the assets of the Zoo

Asset Protection enforces established internal control policies and procedures designed to prevent loss of the Zoo assets where possible, and to detect and recover against such loss should they occur.

Why talk about Asset Protection?

- **Internal Theft – Types of internal theft: Employee against business, Employee against Employee and Employee against Guest**

- Amount stolen annually from business by employees - \$50,000,000,000
- 7% of annual revenue lost to theft or fraud
- Percent of employees who have stolen at least once from their employer – 75%
- Internal theft accounts for 34.5% of losses by theft to businesses
- Percentage of business bankruptcies caused by employee theft – 33%

(Source: [NRF Survey 2017](#))

- **External Theft – Losses caused by guests or contractors**

- Accounts for 36.5% of losses by theft to businesses (Source: [NRF Survey 2017](#))
- 1 out of 11 Americans (approximately 27 million) shoplift. (Source: [NASP](#))
- In 2017 the Zoo experienced 17 external thefts resulting in losses exceeding \$19,167.02

How can you impact Asset Protection?

- **Customer Service**

- Most effective deterrent against dishonest behavior.
- Be visible and approachable

- **Be Aware**

- Know what is normal for your work area.

- **Observation and Reporting**

- If you observe suspicious or dishonest behavior from a guest, employee or contractor/vendor notify Asset Protection immediately.

It's Your Responsibility

- **REPORT**

- Call Asset Protection using plain language on Ch. 1 or at 614-724-3467.
- Confidential Tip Line: **614-724-3784**
 - Confidential tip line is NOT to be used to call off work
- Email: **tipline@columbuszoo.org**
- **All Calls/Emails are confidential**